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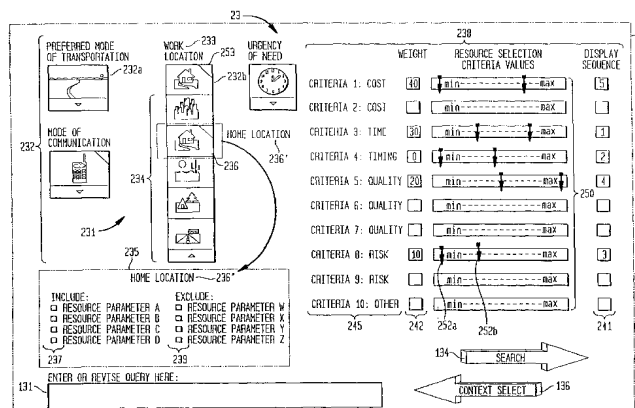
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[Continued on next page]

(54) Title: CONTEXT-BASED INFORMATION RETRIEVAL



(57) Abstract: A customer self service system and method for performing resource search and selection. The method includes steps of providing an interface (12) enabling entry of a query (131) for a resource and specification of one or more user context elements (132), each element (132) representing a context associated with the current user state and having context attributes (14) and attribute values (232) associated therewith; enabling user specification of relevant resource selection criteria (245) for enabling expression of relevance of resource results in terms of user context; searching a resource database and generating a resource response set having resources that best match a user's query (131), user context attributes (14) and user defined relevant resource selection criteria (245); presenting said resource response set (332, 333, 335, 336) to the user in a manner whereby a relevance of each of the resources being expressed in terms of user context in a manner optimised to facilitate resource selection; and, enabling continued user selection and modification (135, 136) of context attribute values (232) to enable increased specificity and accuracy of a user's query (131) to thereby result in improved selection logic and attainment of resource response sets best fitted to the query.



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B. FIELDS SEARCHED

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IPC 7 G06F

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

EPO-Internal, INSPEC

C. DOCUMENTS CONSIDERED TO BE RELEVANT

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C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

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INTERNATIONAL SEARCH REPORT

Information on patent family members

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